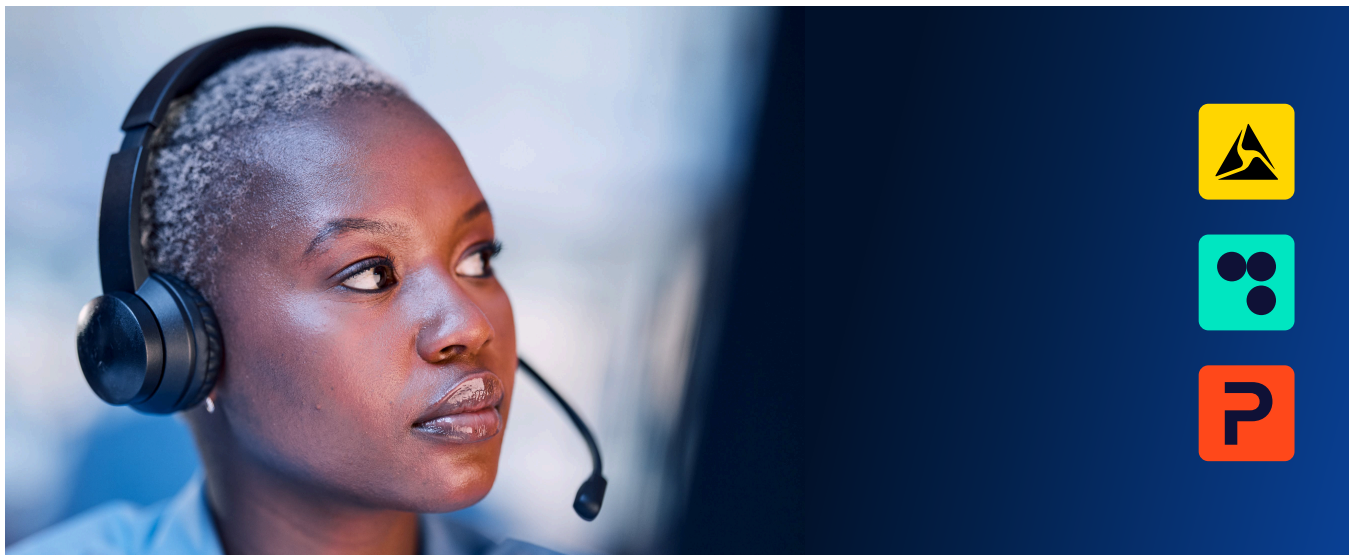


Intelligence from Call to Closure



Every day, more than 650,000 emergency calls are answered by people doing one of the most demanding jobs in public safety. They take the call, gather the information, make the decision, and set everything in motion. Everything that follows depends on how well that first ninety seconds goes.

The technology behind most of those calls has not meaningfully changed since 1968.

Axon 911 changes the premise. Not a better phone system. The first platform built to treat the 911 center as the start of an intelligence chain, connecting every call to every responder to every outcome, from the moment someone dials to the moment a case closes.

The Problem

The 911 system is under simultaneous pressure from three directions, and no single existing vendor has been willing or able to address all three at once.

The infrastructure is failing on its own terms. Legacy on-premises systems require planned downtime, generate unpredictable costs, and carry end-of-life timelines that agencies cannot control. Cyberattacks on 911 centers are increasing. Hardware refresh cycles consume capital budgets that were never designed for them. The architecture was built for a world before cloud computing existed, and it shows.

The Problem (cont'd)

The workforce is stretched past the breaking point. More than half of U.S. 911 centers report critical staffing vacancies. Agencies are onboarding people onto interfaces that take months to master, asking them to type and listen and decide simultaneously, and losing them to burnout and adjacent careers before they reach full effectiveness. The pipeline isn't keeping up. The workload isn't going down.

The intelligence exists but never arrives intact. Callers can share GPS coordinates, stream live video, and communicate in dozens of languages. Most 911 centers can't receive any of it. The richest intelligence of any emergency is generated in the first ninety seconds of the call. By the time it reaches the responding officer, filtered through memory, typed into CAD, and relayed over radio, it barely resembles what actually happened.

These are not three separate problems. They are the same problem expressed three ways: technology designed for a different era being asked to serve modern emergencies, staffed by people who deserve better tools.

The Solution

Axon 911 is organized around eight native capabilities spanning two layers. No third-party integrations are required for core functionality. No multi-vendor support matrix to manage. One platform, one contract, one record from call to closure.

Infrastructure Layer

Call Handling. Cloud-native voice, text, and video call handling with a 99.999% uptime SLA, intelligent call routing, multi-site support, native ESInet integration, and full NENA i3 compliance. No on-premises hardware is required.

Continuity. Automatic failover to any device or location during outages, cyberattacks, severe weather, or facility evacuations. The system stays operational so your team can stay focused.

Elastic capacity that expands automatically to handle mass casualty incidents, large planned events, severe weather, and regional emergencies. No manual intervention required. No calls lost to infrastructure limits when volume spikes without warning.



Intelligence

Engage. Live video streaming, two-way silent messaging, and image capture directly from the caller's device to the call-taker and field simultaneously. No app download required. Available on any emergency or non-emergency line.

Assist. Real-time AI transcription, automatic extraction of key details including names, locations, and vehicle descriptions, structured call summaries generated before the call ends, and AI-assisted data handoff to CAD. Translation across 70-plus spoken languages and 200-plus text languages, delivered in real time without additional staffing.

Triage. AI-driven call prioritization, duplicate incident detection, and non-emergency call deflection. Trained staff are directed to the calls that need them most, automatically.

Command. A real-time supervisory dashboard with visibility across every active call, position, and incident simultaneously. Cross-agency coordination and multi-jurisdictional situational awareness from a single view.

Analyze. Operational reporting across call volume, response times, performance benchmarks, and trend analysis. Exportable reports for leadership, budget review, and grant applications.

Coach. Automated call scoring, individual performance tracking, and AI-generated training recommendations. A stronger team, built continuously, without dedicated QA headcount.

The Ecosystem

Axon 911 doesn't operate in isolation. It is the entry point to the only ecosystem in public safety that connects the 911 center to the officer, the field, and the courtroom.

When an incident resolves, the complete record, including call audio, AI transcription, video, summaries, and dispatch logs, flows directly into Axon Evidence. It is preserved, searchable, and ready for review, prosecution, or accountability without a manual export or a secondary archiving system.

For agencies already using devices or software in the Axon Ecosystem, Axon 911 connects to all of it from call to closure. The intelligence generated at the 911 center follows the incident all the way through. No gaps. No friction. No lost context at the handoff.

The Foundation

Axon 911 is built on two platforms with deep roots in the 911 community.

Carbyne's cloud-native call handling infrastructure brings a proven track record in high-stakes emergency communications deployments across the United States and internationally. Prepared's AI intelligence platform is active in more than 1,000 agencies across 49 U.S. states, one of the broadest AI deployments in public safety communications. The teams behind both platforms continue building. The technology agencies rely on today is getting stronger, not redirected.

Backed by Axon: Over 30 years in public safety, 100-plus countries, and the only ecosystem that connects the 911 center natively to the officer, the field, and the courtroom.

No other vendor in the emergency communications market covers all eight capabilities. No other vendor closes the loop from the first call to closure.



To learn more or request a demo, visit axon.com/911

